

Account Manager

COMPANY

Based in Hertfordshire, Swift Aerospace is a fast-growing and ambitious company, looking to expand its client base and market share worldwide. Its core activity is the buying and selling of an extensive range of specialised fasteners for the global aerospace industry.

ROLE

Reporting to the Key Account Director, supporting her in managing customers in Korea, Malaysia, China, Thailand and other territories. You will assist with all routine business activities, such as:

- identifying and sourcing aerospace fasteners from a wide range of global suppliers
- preparing quotations in response to customer enquiries and following these up
- processing customer orders and monitoring their timely fulfilment
- assisting with business development activities
- obtaining and documenting relevant market intelligence
- administration to include filing, data entry and analysis
- actively developing relationships with both customers and suppliers and updating their data accordingly
- supporting the senior account manager in all aspects of her role when she is out of the office
- other relevant duties as may be determined by the role

PROFILE / PERSONAL CHARACTERISTICS

- positive, friendly, 'can-do' attitude
- responsive customer service mentality
- confident, pro-active and with plenty of initiative
- meticulous with attention to detail is imperative
- a drive to get things right first time
- ability to multi-task and to handle widely-differing assignments
- ability to work under time pressure and to tight deadlines
- capacity to spot connections and opportunities to up / cross-sell

QUALIFICATIONS / EXPERIENCE

- educated to degree level or relevant work experience
- solid commercial experience selling or buying or ideally both
- excellent communication, interpersonal and negotiating skills
- excellent numeracy & literacy
- experience in working with international customers
- ability to establish and maintain excellent customer and supplier relationships in an international sales context
- good organisational and time management skills
- excellent computer skills across MS Windows, in particular Excel, Outlook, Word